

## 52 DS Memorandum of Understanding:

We seek to treat all our patients as the most important customers. Our primary mission is to ensure optimal oral health for all active duty members assigned to the 52d Fighter Wing. *In accordance with Air Force Instruction 47-101, all dental care for non-active duty patients will be on a **space-available** basis determined by our clinical capacity and current manning.* Our capacity may occasionally fluctuate which will impact our ability to accommodate all of your oral health needs. Our goal is to make every effort to accommodate your dental needs while providing the highest quality care. However, we CANNOT guarantee that we can treat or finish treating all of your dental needs. There will be instances when care beyond our capacity will require you to seek care in the civilian community at your own expense. The OCONUS Tricare Dental Plan (TDP) is available to supplement active duty family members' dental needs that cannot be provided by this clinic. TDP information is available at the Dental Clinic Reception Desk. Arriving 15 minutes prior to appointment time allows time to review any forms or medical data and maximizes the treatment to be delivered. Cancelling an appointment with less than 24 hours notice, or arriving 10 mins later than your scheduled appointment time is considered a broken appointment. In order to provide the maximum amount of treatment to the maximum number of people, those patients who break more than two dental appointments within a 12 month period may be referred to off-base civilian providers for further care at their own expense.

Ann M. Blake, Col, USAF, DC  
Commander, 52d Dental Squadron

**Sick call during duty hours is available to all Military personnel within a 24 hour window.**

**Emergency care is available to all personnel 24 hours a day, 7 days a week. If you have a dental emergency after duty hours please contact the appointment line @ 452-8333 or 06565-61-8333 to contact the dentist on call.**



## 52 DS Priority of Care:

1. Authorized beneficiaries with bona fide dental emergencies
2. Active duty personnel in Dental Readiness Class 4.
3. Active duty personnel in Dental Readiness Class 3.
4. Active duty personnel in Dental Readiness class 2.
5. Family Members of Active Duty.
6. Retirees/Family Members of Retirees/Pay Patients.

## 52 DS Provided Services:

1. Preventive/Diagnostic
2. Emergency Treatment
3. Restorative
4. Endodontic
5. Periodontic
6. Prosthodontic
7. Orthodontics
8. Pediatric Dentistry

## **TRICARE Dental Program**

### **Facts:**

#### **What is it?**

The TRICARE Dental Program (MetLife) provides a low cost comprehensive dental insurance for Active Duty family members.

#### **Why would you need it?**

The Spangdahlem and Bitburg dental clinics treat Active Duty Family Members on a space available basis. Due to fluctuations in our capacity, your oral health care needs may be delayed or not met to the degree you desire.

#### **How do you enroll?**

You can enroll by visiting  
<https://mybenefits.metlife.com/tricare>

#### **How do you find local providers?**

A current list is available at your host nation dental facility or by visiting  
<https://mybenefits.metlife.com/tricare>

For further questions please contact the 52d Dental Squadron @  
DSN: 452-8193 or 06565-61-8193

**Dear Patient,**

**At the 52d Medical Group, we are interested in helping you promptly resolve your health care concerns. If you have a concern or comment about your care, please discuss this matter with the Patient Relations Representative.**

**Your 52d Dental Squadron Patient Advocate:**

**SMSgt Paul Ellis**

**DSN: 452-8230**

**Comm: 06565-61-8230**

**Paul.ellis.1@us.af.mil**

FROM ALL THE MEMBERS  
OF THE 52D DENTAL  
SQUADRON, WE WOULD  
LIKE TO THANK YOU FOR  
YOUR COOPERATION.

SABER TOOTH!!!

YOU KNOW THE DRILL!!!

## **52d Dental Squadron Patient Care Information**



**Spangdahlem AB  
Germany**